

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Engineering Specialties Inc.

#### Connecticut State Technology Extension Program

#### Engineering Specialties Inc. Achieves ISO Certification

##### Client Profile:

Engineering Specialties Inc. was created by Carmen Ciardiello and Ron Delfini in 1990 in New Haven, Connecticut. The company started out as a brokerage firm of metal components and has grown over the years into a manufacturing plant of metal stampings and mechanical assemblies, primarily for the automotive industry and OEMs. Engineering Specialties Inc. is currently located in Branford, Connecticut, and employs 25 people.

##### Situation:

Engineering Specialties had a relationship with the Connecticut State Technology Extension Program (CONNSTEP), a NIST MEP network affiliate, in 2004 when the company realized that they had a growing need to better their business processes in order to continue to compete in Connecticut. They were in the process of taking on more projects and needed to find a way to satisfy customers within the same facility and workforce. CONNSTEP field engineers were able to train Engineering Specialties' staff in Lean manufacturing and perform projects such as set-up reduction that enabled them to make the best possible use out of existing resources. The results were the reduction in lead time for one multi-component assembly from 115 days to 73 days through reduced handling and inspection times. Another Lean project reduced inventory for an automotive horn assembly from 90 days to less than 30 days and smoothed the production schedule. In 2005, Engineering Specialties' customers requested that the company become ISO/TS16949 certified. Due to their previous relationship and results, company management called on CONNSTEP to help with the registration

##### Solution:

Previously registered to ISO 9002 and QS9000, Engineering Specialties had been required to follow clear documentation and strict procedures. Upgrading quality management systems registration from QS9000 to ISO/TS16949 requires companies to change their focus from procedure control to process control. CONNSTEP assisted Engineering Specialties in this change by first guiding the company through a gap-analysis to ascertain what processes would be needed to conform to ISO/TS16949 standards. Then the staff was trained on the ISO/TS16949 required duties and responsibilities. Company policies were revised and the required documentation was created. CONNSTEP also helped to select an appropriate registrar. Engineering Specialties Inc. realizes that the benefits of Lean manufacturing come from continued process improvements. They intend to continue working with CONNSTEP to better their business processes and to stay as competitive as they can be.

##### Results:

- \* Achieved ISO/TS16949 registration.
- \* Retained 10 employees.

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- \* Increased efficiency.
- \* Retained main customers.

**Testimonial:**

"CONNSTEP has proved to be a tremendous resource for ESI. Manufacturing companies in the United States must be flexible and embrace change to remain competitive. CONNSTEP has allowed us to adapt to today's marketplace and remain a quality minded, competitive global player. Our ISO/TS16949 implementation process was efficient and rewarding. I look forward to our future projects with CONNSTEP."

Ron Delfini, President